

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
S000079

6. OPM Certification No.

2. Reason for Submission
[] Redescription [] New

3. Service
[] Hdqtrs. [X] Field

4. Employing Office Location

5. Duty Station

[] Reestablishment [X] Other
Explanation (Show any positions replaced)

7. Fair Labor Standards Act
[] Exempt [] Nonexempt

8. Financial Statements Required
[] Executive Personnel [] Employment and
Financial Disclosure Financial Interests

9. Subject to IA Action
[X] Yes [] No

Standard Position Description

10. Position Status
[X] Competitive
[] Excepted (Specify in Remarks)
[] SES (Gen.) [] SES (CR)

11. Position is
[] Supervisory
[] Managerial
[X] Neither

12. Sensitivity
[] 1-Non-Sensitive
[] 2-Non-critical Sensitive
[] 3-Critical
[X] 4. Special Sensitive
[X] 5. Moderate Risk
[] 6. High Risk

13. Competitive Level Code

14. Agency Use

15. Classified/Graded by

Official Title of Position

Pay Plan

Occupational Code

Grade

Initials

Date

a. U.S. Office of Per-
sonnel Management

Full Performance Level GS-__

b. Department, Agency
or Establishment

c. Second Level
Review

d. First Level Review

Information Technology Specialist
()

GS

2210

9

e. Recommended by
Supervisor or
Initiating Office

16. Organizational Title of Position

17. Name of Employee (if vacant, specify)

18. Department, Agency or Establishment
Department of the Interior

c. Third Subdivision

a. First Subdivision
U.S Fish and Wildlife Service

d. Fourth Subdivision

b. Second Subdivision
Region __

e. Fifth Subdivision

19. Employee Review--This is an accurate description of the major duties and
responsibilities of my position

Signature of Employee (optional)

20. Supervisory Certification. I certify that this is an accurate statement of the
major duties and responsibilities of this position and its organizational
relationships, and that the position is necessary to carry out Government
functions for which I am responsible. This certification is made with the

knowledge that this information is to be used for statutory purposes relating
to appointment and payment of public funds, and that false or misleading
statements may constitute violations of such statutes or their implementing
regulations.

a. Typed Name and Title of Immediate Supervisor

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)

Signature

Date

Signature

Date

21. Classification/Job Grading Certification. I certify that this position has been
classified/graded as required by Title 5, U.S. Code, in conformance with standards published
by the U.S. Office of Personnel Management or, if no published standards apply directly,
consistently with the most applicable published standards.

22. Position Classification Standards Used in Classifying/Grading Position

Type Name and Title of Official Taking Action

Administrative Work in the Information Technology Group, GS-2200

Information for Employees. The standards, and information on their application, are available in the
personnel office. The classification of the position may be reviewed and corrected by the agency or the
U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on
exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

Signature

Date

23. Position Review

Initials

Date

Initials

Date

Initials

Date

Initials

Date

Initials

Date

a.. Employee (optional)

b. Supervisor

c. Classifier

24. Remarks

[] (When Checked) The incumbent is placed in this position at a lower grade than the full performance level under close supervision while receiving training.
Supervisory approval for promotion may be granted when the incumbent is sufficiently trained, has demonstrated the ability to perform at the higher grade level, and
has met all requirements for promotion.

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25. Description of Major Duties and Responsibilities (See Attached)

APPROVED FOR SERVICEWIDE USE

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Previous Edition Usable

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OF 8 (Rev 1-85)
U.S. Office of Personnel Management
FPM Chapter 295

Information Technology Specialist GS-2210-9

Introduction:

The incumbent serves as an Information Technology Specialist. Duties are associated with one or more of the IT speciality areas.

The supervisor must identify the speciality area(s) in which the employee performs work on a regular and recurring basis by checking the appropriate block(s) and indicating the percentage of time spent for each speciality area checked. Parenthetical titles will be assigned in accordance with instructions in the Job Family Position Classification Standard for Administrative Work in the Information Technology Group, GS-2200.

Major Duties

☐ **Policy and Planning** (____ %)

Modifies established IT plans and policies in response to new legislation, regulations, directives, or other guidance affecting the IT program. Evaluates the impact of new guidance on current programs and recommends changes to existing plans and policies to ensure compliance and responsiveness. Identifies and addresses IT workforce planning and management issues, such as recruitment, retention and training. Assists with audits of IT programs and projects.

Provides routine policy guidance to customers and users.

Reviews contract proposals to acquire hardware, software, or IT services to determine whether they address business needs and comply with current policies.

Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

☐ **Security** (____ %)

Participates in the development of policies and procedures to ensure information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Participates in risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and advocates sound security principles for supported organizations. Participates in systems security evaluations, audits and reviews. Participates in the development of systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems planning and implementation to ensure appropriate systems security policies are addressed. Assists and advises on the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses the impact of security breaches and recommends and implements corrective actions. Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

Assists with Installing, configuring, initializing, and maintaining firewalls that protect the network and web sites from intrusions, threats, and compromises. Sets up and configures firewall logs.

Responds to systems security incidents such as corrupted data, inaccessible files, virus infections,

loss of confidentiality, and authentication problems. Analyzes incident reports, interviews customers as needed, isolates potential sources, and recommends solutions to a more experienced specialist.

☐ **Systems Analysis** (____ %)

Participates as a team member to develop preliminary design specifications for new or enhanced software systems.

Meets with users to collect information about business requirements.

Presents draft specifications to the team leader for consideration.

Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

☐ **Applications Software** (____ %)

Writes applications, using a variety of applications programming languages and programming tools, such as computer assisted software engineering (CASE) tools. Participates in planning and conducting unit and systems testing, installs programs at customer sites, provides support on execution problems, and modifies applications as necessary.

Customizes commercial software applications to meet customer business requirements. Evaluates and recommends the purchase of software that partially match technical specifications, modifies code, tests functionality, coordinates installation and implementation, and maintains customizations across new releases.

Writes and maintains program documentation.

Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

☐ **Operating systems** (____ %)

Schedules the installation of changes to the operating environment.

Tunes operating systems performance parameters including installing patches and downloading new drivers to optimize performance.

Installs and validates systems software patches and fixes provided by vendors. Runs tests to ensure functionality and interoperability within the systems environment, identifies faults, and ensures that vendors correct problems.

Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

☐ **Network Services** (____ %)

Monitors the ongoing operation of local and wide area networks to ensure that systems are functioning properly and meet optimal performance standards.

Reviews personnel listings and security databases to identify unused network accounts.

Troubleshoots network problems.

Installs, configures, and maintains network hubs, switches, routers, and servers that support a wide-area network. Optimizes and fine tunes performance, troubleshoots problems ranging from common

to complex, and evaluates and recommends upgrades and enhancements to the current network infrastructure.

Performs a wide range of tasks in support of network administration including managing user accounts, monitoring service levels, and troubleshooting and restoration. Analyzes the impact of new applications, new customers, or other changes on network performance.

Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

☐ **Data Management** (____ %)

Maintains and supports databases including adding new elements to databases as directed.

Implements, maintains, and updates databases. Diagnoses and corrects database access and availability, reliability, and security problems.

Participates in the migration of production databases according to established migration plans and strategies. Performs a variety of functions including running migration utilities, writing scripts, and preparing documentation. Updates backup, restoration, and recovery procedures and user guides as necessary.

Performs routine database administration functions such as developing queries and reports based on customer requirements, modifying or developing database views, and managing backup and recovery operations.

Advises users on data standards, policies and procedures.

Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

☐ **Internet** (____ %)

Monitors and ensures the operability of local internet and intranet services that provide customers with access to applications and data. Implements internet and intranet deployment strategy; configures, monitors, and fine-tunes dedicated servers; coordinates the implementation of new services; analyzes site statistics; troubleshoots problems; identifies trends that may require action such as increasing bandwidth; and participates in planning for enterprise growth.

Reviews, tests, and implements new Web pages on the organization's Web site.

Tests Web pages to identify broken links.

Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

☐ **Systems Administration** (____ %)

Assists in planning and scheduling the installation of new or modified hardware and operating systems and applications software.

Deinstalls software or replaces hardware components.

Implements and monitors equipment preventive maintenance schedules to minimize disruptions to systems operations.

Maintains the functionality and availability of systems. Maintains, optimizes, and troubleshoots

server hardware and software, reviews server loads and recommends server load balancing, and implements and verifies systems backup and restoration.

Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

☐ **Customer Support** (____ %)

Diagnoses and resolves routine problems for a wide variety of applications, operating systems, proposals and equipment. Maintains problem tracking and resolution databases and monitors reported problems for possible trends. Installs, configures, troubleshoots and maintains common customer hardware and software.

Resolves a full range of customer problems including problems that are referred from other customer support employees. Trains customers in the use of systems and applications supported by the customer support organization.

Ensures that information security/information assurance policies, principles, and practices are considered and complied with in the delivery of IT services.

☐ **Supervision:** (____ %) (Check block if incumbent supervises at least one employee but supervisory duties are performed less than 25 percent of the time.)

Serves as full supervisor to other IT staff. Assigns and reviews work, approves leave, recommends and/or prepares performance standards and performance evaluations, and recommends actions such as hiring, awards, and discipline. Actively supports, implements, and complies with the equal opportunity program..

Factors

1. Knowledge Required by the Position

Factor Level 1-6 950 points

Knowledge Common to all specialities.

Basic oral and written communication skills sufficient to prepare and present reports, to obtain information, and to provide information associated with speciality areas.

Broad general knowledge of network principles and concepts; network equipment and tools; systems administration methods and procedures; customer support principles; IT security principles; troubleshooting methods; and communication methods and techniques sufficient to: assist in implementing and maintaining network and systems services; monitor network and systems performance and troubleshoot minor problems; document and initiate response to security problems; and provide guidance and training to customers in accessing network and systems services.

Knowledge of information security policies, vulnerabilities of computer and data communications systems, and the basic tools and practices for protecting information systems.

(If supervisory duties are assigned) Knowledge of supervisory methods and responsibilities.

In addition to knowledges above, the position requires the knowledge(s) below corresponding to the specialization(s) checked in major duties.

Policy and Planning

Knowledge of IT concepts; program management principles; communication techniques; and analytical reasoning.

Security

Knowledge of IT security principles and methods, commercial systems security products and technical documentation methods.

Knowledge of performance management methods.

Knowledge of risk factors to IT security, such as computer viruses, hackers, and denials of service.

Systems Analysis

Knowledge of systems analysis methods, tools, and techniques.

Knowledge of basic IT architecture.

Knowledge of technical documentation methods.

Applications Software

Knowledge of applications software principles and methods; programming languages; systems development processes; and technical documentation procedures sufficient to participate on a team designing, developing, testing, and implementing software for less complex programs or to maintain existing applications software.

Operating Systems

Knowledge of software installation and configuration procedures; life cycle management principles; optimization methods; and analytical methods sufficient to assist in readying the operating environment to support testing activities.

Knowledge of software installation and configuration procedures; operational environments; life cycle management concepts; and analytical methods sufficient to assist in the installation of operating systems update packages; run tests and correct problems; and recognize and refer serious problems to more experienced specialists or vendors.

Knowledge of IT principles and methods; operating systems environments; and analytical methods sufficient to analyze reports; identify deficiencies in operating systems parameters; and recommend remediation to a more experienced specialist.

Network Services

Knowledge of network standards; network management tools; and network equipment capabilities; network architecture principles; and local area network and wide area network (LAN and WAN) principles sufficient to troubleshoot and maintain the stability of communications lines and equipment, and to install, configure, and troubleshoot LAN and WAN components such as routers, hubs, switches, and servers.

Knowledge of network principles and concepts and network equipment and tools sufficient to assist in maintaining network services, such as Dynamic Host Configuration Protocol (DHCP), Domain Name Server (DNS), and directory services; install, test, and configure network workstations and peripherals; and instruct customers in logging on and accessing network services.

Knowledge of configuration management and life cycle management concepts sufficient to identify the need to upgrade or enhance network component capabilities in response to network problems and deficiencies.

Data Management

Knowledge of data management concepts and methods; IT security principles; and technical documentation procedures sufficient to update user manuals; authentication procedures; installation procedures; systems administrator functions; and related IT security features.

Knowledge of data management concepts and methods; IT security principles; and operating environments sufficient to execute a variety of database utility functions.

Knowledge of data management methods; communication methods; and analytical methods sufficient to assist customers in navigating and accessing databases using various interfaces.

Knowledge of data management principles; data storage technology; operating systems; commonly used platforms; and backup and recovery procedures sufficient to implement operating systems procedures for running timed or scheduled events such as file backups.

Internet

Knowledge of Web page design principles and methods; graphics markup languages; multimedia principles, methods, and tools; programming languages; file formats; and browser technical requirements sufficient to ensure that new Web pages are consistent with relevant design and formatting standards and to advise content developers on Web page requirements.

Knowledge of Internet operations; graphics markup languages; programming languages; Internet server maintenance techniques; software validation tools; performance monitoring methods; and analytical methods sufficient to diagnose and troubleshoot Web site operational problems such as broken links or file directory, server, or applications problems, make corrections, and restore functionality.

Knowledge of Internet principles; programming languages; optimization or tuning tools; Internet clients; browser technology; quality assurance principles; and analytical methods sufficient to fine tune Web pages and other Internet services to ensure compatibility with different browsers; and test new browser versions for compatibility with existing services.

Systems Administration

Knowledge of systems administration methods and procedures; performance monitoring methods; and analytical methods sufficient to install server upgrades; schedule downtime to minimize user impact; monitor server performance using performance monitoring tools; and recognize and refer problems to more experienced specialists.

Knowledge of systems administration methods and procedures; and performance monitoring methods sufficient to schedule, monitor, and verify the integrity of system backups and restore files as needed.

Knowledge of systems administration methods; IT security principles; and analytical reasoning sufficient to correct security vulnerabilities in assigned systems in response to problems identified in vulnerability reports.

Knowledge of systems administration methods and procedures and analytical methods sufficient to serve as a member of a team responsible for planning and managing large-scale server deployment.

Customer Support

Knowledge of customer support principles; installed systems bases; IT security principles; methods and procedures for documenting resolutions; problem resolution databases; troubleshooting and data

analysis methods; and communication methods and techniques sufficient to receive, respond to, and ensure complete resolution of any help center call; document actions taken; give needed guidance or training to customers to prevent recurrences; and assist more experienced specialists in resolving very complex problems.

Knowledge of customer support concepts and methods; the organization's IT infrastructure; IT security principles; and new IT products and services sufficient to install, configure, and test software on customer workstations.

2. Supervisory Controls **Factor Level 2-3 275 points**

The supervisor outlines or discusses possible problem areas and defines objectives, plans, priorities, and deadlines. Assignments have clear precedents requiring successive steps in planning and execution. The employee independently plans and carries out the assignments in conformance with accepted policies and practices, adheres to instructions, policies, and guidelines in exercising judgment to resolve commonly encountered work problems and deviations. He/she and brings controversial information or findings to the supervisor's attention for direction. The supervisor provides assistance on controversial or unusual situations that do not have clear precedents; reviews completed work for conformity with policy, the effectiveness of the employee's approach to the problem, technical soundness, and adherence to deadlines; and does not usually review in detail the methods used to complete the assignment.

3. Guidelines **Factor Level 3-3 275 points**

A number of guidelines are available, such as Service and Regional policies and procedures and reference manuals. Guidelines are not always applicable to issues or have gaps in specificity. Preferences are available outlining the preferred approach to more general problems and issues.

The specialist uses judgment interpreting and adapting guidelines for application to specific situations or problems. In cases where guidelines lack specificity, the employee makes generalizations from several guidelines in carrying out work efforts, analyzes results, and recommends changes. The specialist determines when problems require additional guidance.

4. Complexity **Factor Level 4-3 150 points**

The work consists of various duties that involve applying a series of different and unrelated processes and methods. The employee decides what needs to be done based on analyses of the subjects and issues related to the assignment; and selects appropriate courses of action from many acceptable alternatives. The employee identifies and analyzes important factors and conditions in order to recognize and apply an understanding of interrelationships among different IT functions and activities.

5. Scope and Effect **Factor Level 5-3 150 points**

The work involves a variety of common problems, questions, or situations that are dealt with in accordance with established criteria. The work affects the design, testing, implementation, operation, or support of IT systems and/or the quality, reliability, availability, interoperability and functionality of IT systems and services.

6. Personal Contacts **Factor Level 6-3**

Most contacts are with employees and managers within the Service. Other contacts are with vendors, contractors, and consultants.

7. Purpose of Contacts**Factor Level 7-A - 6-3 & 7-A 80 points**

For contacts within the Service, the purpose is to obtain and provide information, plan, coordinate, and advise on work efforts, and resolve issues or operating problems by persuading people who are working toward a common goal to accept a course of action or solution to a problem. Contacts with vendors and others outside of the Service are primarily to obtain and provide information.

8. Physical Demands**Factor Level 8-1 5 points**

The work is sedentary, but may involve extended periods working at a keyboard and monitor. Work may also involve carrying or moving computer components and supplies.

9. Work Environment**Factor Level 9-1 5 points**

The work area is adequately lighted, heated, and ventilated.

Total Points 1890 Point Range 1855 to 2100 = GS-9